

CITY OF MARLBOROUGH
MAYOR'S OFFICE
EXECUTIVE ADMINISTRATOR TO THE MAYOR*

**Title Pending Council Approval*

POSITION PURPOSE

Performs highly responsible senior level administrative and secretarial services for the Mayor, maintains confidential departmental information, receives telephone calls and visitors, develops office procedures, maintains filing systems, prepares reports, prepares a variety of correspondence, sets up meetings, schedules and coordinates appointments, and gathers and distributes information as necessary.

ESSENTIAL JOB FUNCTIONS:

(The essential functions or duties listed below are intended only as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Serves as office manager for the Mayor's Office; maintains and updates calendar for the Mayor; receives and screens requests, coordinates, arranges and confirms meetings, appointments, social engagements and community events.
- Oversee the communications and constituent services for the Mayor's Office, including receiving and screening visitors and telephone calls, providing information and handling issues that requires sensitivity and sound independent judgment; conducting research, responds to request for information and resolves complaints from constituents; refers certain issues to appropriate staff members or City departments for resolution; reviews, determines the priority of and routes assigned incoming correspondence.
- Prepares City Citations and Proclamations.
- Prepares correspondence, memoranda, reports, resolutions, agreements, presentations, forms and other documents; ensures the documents are accurate, complete and conform to the Mayor's Office standards, policies and procedures; ensures materials, reports and documents for signature are accurate and complete; responds independently to mail and email inquiries regarding a variety of City matters.
- Provides a high performance, customer service-oriented work environment that supports achieving the Mayor's objectives and service expectations.
- Researches and assembles information from a variety of sources for the preparation of records, correspondence and reports for the Mayor and staff;
- Performs other duties as assigned by the Mayor.

SUPERVISION RECEIVED

This position works under the general direction of the Mayor and may take some direction from the Mayor's Executive Aide. The employee plans and prioritizes the majority of work independently, in accordance with standard practices. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

JUDGMENT

The work involves numerous standardized practices, procedures, or general instructions that govern the work and, in some cases, may require additional interpretation. Judgment is needed to locate, select and apply the most pertinent practice, procedure, regulation or guideline.

COMPLEXITY

Performs varied and responsible duties of a diverse nature, from routine to complex, requiring a high degree of motivation and initiative, use of independent judgment in decision making and thorough knowledge of departmental operations to complete tasks at hand, and to analyze the facts or circumstances surrounding individual problems in situations not clearly defined by precedent or established procedures.

NATURE AND PURPOSE OF CONTACTS

Relationships are primarily with co-workers, vendors and the public, involving frequent explanation, discussion or interpretation of practices, procedures, regulations or guidelines in order to render service, plan or coordinate work efforts, or resolve problems. Other regular contacts are with service recipients and employees of outside organizations. More than ordinary courtesy, tact and diplomacy may be required to resolve complaints or deal with hostile, uncooperative or uninformed persons.

CONFIDENTIALITY

Employee has access at the departmental level to a variety of highly sensitive and confidential information.

WORK ENVIRONMENT

The work is performed in an office environment. Noise or physical surroundings may be distracting.

EDUCATION AND EXPERIENCE

Associates Degree required, Bachelor's degree preferred, with at least 5 years of full-time or equivalent part-time experience in general clerical, administrative work or a combination of education and experience. Municipal experience is a plus. Valid driver's license required.

KNOWLEDGE, ABILITY AND SKILLS

Knowledge: Practical knowledge of the customer service best practices and general computer applications. Office and administrative management practices and procedures, including document and file management; principles and practices of sound business communication; City organization, ordinances, rules, policies, procedures and operating practices related to areas of responsibility; functions of public agencies including the role of an elected Council and appointed committees and boards; methods practices of public administration including budgeting, purchasing and maintenance of public records.

Ability: Able to manage multiple and rapidly changing priorities to meet the needs and expectations of the Mayor in interactions with other elected and appointed officials and various constituencies; able to represent the Mayor effectively in meetings and interactions in person, by telephone, email and social media with a wide range of constituencies; able to establish and maintain highly effective working relationships with the Mayor, City Council members, other elected and appointed officials, committee members, department heads, staff, residents, representatives of civic and community groups, the media, the public and others encountered in the course of performing job duties.

Skills: Excellent oral and written communication skills. Strong interpersonal skills. Establish and maintain cooperative working relationships with those contacted in course of work. Strong problem-solving skills. Proficient in computer, word processing and spreadsheet software and other standard office equipment; writing skills for composing and preparing correspondence; effective management of accurate and concise records, reports and documents; clear, effective and persuasive communication skills, both orally and in writing; tact, diplomacy and discretion for dealing with sensitive and confidential situations that concern internal and external parties; and experience with social media posting and management.

PHYSICAL, MOTOR AND VISUAL SKILLS

Physical Skills: The work involves physical skills typical of an office environment, including sitting, standing, walking and stooping. May be required to use hands to operate objects, tools, or controls, and reach with arms to pick up objects, such as files, boxes of papers, office supplies, and office equipment weighing up to thirty (30) pounds.

Motor Skills: Duties are largely mental rather than physical, but the job may occasionally require minimal motor skills for activities such as moving objects, using office equipment, including but not limited to telephones, personal computers, handheld technology, and other office equipment.

Visual Skills: Visual demands require routinely reading documents for general understanding and analytical purposes and frequent computer usage.